

About Us

The U.S. Postal Service Office of Inspector General (OIG) plays a key role in maintaining the integrity and accountability of America's postal service, its revenue and assets, and its employees. With \$67 billion in revenue, the Postal Service is at the core of a trillion dollar mailing industry that employs more than 8 million people. The 584,000 employees of the Postal Service comprise the largest civilian federal workforce in the country.

Delivering more than 171 billion pieces of mail last year to 150 million delivery points and operating 32,000 retail and delivery facilities, America's postal system is one of the government's most trusted entities. The OIG, an independent agency within the Postal Service is under the general supervision of nine presidentially-appointed governors. The OIG employs more than 1,100 auditors, investigators, and professional support personnel stationed in 100 offices nationwide to meet the challenge of preserving this trust.

Our Mission

The OIG achieves its mission of helping maintain confidence in the postal system and improving the Postal Service's bottom line through independent audits and investigations. Audits of postal programs and operations help to determine whether the programs and operations are efficient and cost effective. Investigations help prevent and detect fraud, theft, and misconduct, and have a deterrent effect on postal crimes.

Contact Us

To report alleged violations of laws, rules, or regulations; employee misconduct; waste of funds; theft; fraud; abuse of authority; or danger to public health and safety that involves U.S. Postal Service employees and contractors, contact us through our Hotline:

By mail:
USPS OIG
Attention: OIG Hotline
1735 North Lynn Street
Arlington, VA 22209-2020

By phone:
1-888-USPS-OIG

By e-mail:
Hotline@uspsoig.gov

By TTY for the hearing impaired:
1-866-OIG-TEXT

For further information, visit:
www.uspsoig.gov



***Promoting Integrity and Accountability
in America's Postal System***

Discover the Office of Inspector General



 **UNITED STATES
POSTAL SERVICE**



Audit

Auditors and Evaluators conduct performance and financial audits of Postal Service programs and operations; assess compliance with laws and regulations; evaluate internal controls; and report on the results. Their annual audit plan focuses on the Postal Service's highest strategic, financial, and operational risks.

AREAS OF AUDIT FOCUS:

Financial Accountability

- Field Financial
- Financial Reporting

Revenue and Systems

- Sales & Service
- Cost, Revenue & Rates
- Information Technology

Support Operations

- Supply Management
- Human Resources & Security
- Engineering & Facilities
- Capital Investments

Mission Operations

- Network Processing
- Transportation
- Delivery
- Network Optimization



Fiscal Year 2010 — Summary of Activities

AUDIT

Reports issued.....	378
Significant recommendations issued	207
Total reports with financial impact.....	124
Funds put to better use.....	\$11.8 billion
Questioned costs.....	\$57.3 billion
Revenue impact.....	\$1.9 billion
TOTAL	\$71 billion

HOTLINE CONTACTS

Total contacts, including calls, e-mails, mail, and faxes **145,802**

INVESTIGATIONS

Investigations completed	3,983
Arrests/Informations/Indictments	1,662
Convictions	935
Administrative actions.....	2,477
Cost avoidance.....	\$227 million
Fines, restitutions and recoveries to the Postal Service.....	\$48.6 million

Investigations

The investigative efforts of OIG Special Agents assist the Postal Service in protecting the mail and help in maintaining the integrity of postal personnel. These Special Agents — federal law enforcement officers — investigate internal crimes and frauds against the Postal Service.

AREAS OF INVESTIGATIVE FOCUS:

- Theft, delay, or destruction of mail by employees and contractors
- Injury compensation fraud
- Embezzlements and financial crimes
- Contract fraud
- Computer crimes
- Internal affairs and executive investigations
- Employee misconduct and general crimes
- Narcotics
- Whistleblower reprisals